

As-Needed Strategic Planning and Related Services Master Agreement

General Information

BACKGROUND

The County of Los Angeles (County) is seeking qualified companies to enter into a Master Agreement with the County to provide professional services to County departments in strategic planning consulting services, including performance measurement and customer service planning/training, as needed by individual County departments to develop their departmental strategic plans, and/or update them to remain consistent with the County's Plan. The County is also seeking firms to assist departments in implementing and achieving both departmental and County Strategic Plan goals, strategies and objectives.

In 2006, the Los Angeles County Board of Supervisors authorized the Chief Executive Office (CEO) to execute Master Agreements with additional firms that meet all minimum requirements and qualifications outlined in the initial Request for Proposals (RFP). Interested and qualified Proposers that meet the minimum qualifications are invited to submit a proposal as detailed in the RFP for Consultant Services As-Needed Strategic Planning and Related Services Master Agreement.

Selected firms will be offered a non-exclusive Master Agreement for the project types and services for which they qualify. County departments, through Purchase Orders, will contract individual projects with Master Agreement firms as the need arises. The Master Agreement guarantees no minimum amount of work.

SCOPE OF SERVICES

The following describes the types of services to be performed under the Master Agreement. Specific services provided by consultant must align with the County's established framework and approach to strategic planning, including terminology. Firms may submit proposals to perform one or more of the services described below:

Strategic Planning

Develop a comprehensive departmental strategic plan and/or strategic work plan that reflects the goals, strategies, and objectives of the County's Strategic Plan, as well as the specific goals, strategies, and objectives of the department, and training required to implement.

Performance Measurement

Develop key service delivery standards for departmental services/programs, related performance measures and outcome measures, and performance measurement system to monitor and track improvement in public service delivery. May also include development of baseline organizational effectiveness data for internal/external services, and training required to implement.

Customer Service

Assess customer service needs, develop programs to improve customer service, establish systems to assess customer satisfaction and measure improvement, and training required to implement.

PROPOSER'S MINIMUM REQUIREMENTS

In order to have a proposal considered, prospective Proposers must meet **ALL** of the following minimum requirements:

- Proposer must have been in business for at least three years and demonstrate a minimum of three years' experience providing similar consultant services.
- Proposer must provide at least three references relating to the job performance and scope of work completed within the last two years in the area(s) of strategic planning, performance measurement and/or customer service. It is desirable that one reference be from a public entity.
- Project manager and other key personnel shall have at least one year of experience with the consultant providing similar services to other public and/or private sector agencies/organizations.
- Proposal must comply with the RFP format and requirements, be properly organized regarding content and sequence, and contain all forms.
- Proposer must comply with all Master Agreement requirements, which includes insurance provisions. See document titled, "Insurance Requirements for Master Agreement Contractors."

PROCESS FOR MASTER AGREEMENT PROPOSAL SUBMISSION

1. Proposers shall submit their proposal **within 5 calendar weeks of downloading** the application packet.
2. The County will evaluate proposal to determine eligibility for the Master Agreement. If firm is determined to be eligible for the Master Agreement, a notification will be sent to the proposer.
3. A Master Agreement contract will be forwarded to County Counsel for review and signature, and then sent to the proposer/consultant for review and signature.
4. Once signed by consultant, the contract will be forwarded to the Chief Executive Officer for final signature.
5. Once firm is placed on the list, departments will be given access to all firms listed and can begin the process of soliciting a Master Agreement firm. See document titled "Solicitation Process for Master Agreement Firms".

QUESTIONS REGARDING THE RFSQ AND THE PROPOSAL SUBMISSION

Proposers may direct questions about the RFSQ to:

Tiffany Williams
Master Agreement Program Administrator
Contract Unit, Chief Executive Office
500 West Temple, Room 750
Los Angeles, CA 90012
Telephone: (213) 893-0141
Email: twilliams@ceo.lacounty.gov